

SUPPORTIVE AND/OR HOUSING SERVICES

A) CAPACITY BUILDING SERVICES

Capacity Building Services supports Agencies, particularly those with less access to other resources, in developing and strengthening their organizational capacity to expand and sustain effective supportive services. Capacity Building Services also supports Agencies in improving or maintaining the quality, efficiency, accessibility to services, and reach of their facilities and may include but is not limited to organizational incubation, pre-capacity support, organizational infrastructure development, and service delivery training.

B) CLIENT ENGAGEMENT AND NAVIGATION SERVICES

Client Engagement and Navigations Services (CENS) provides face-to-face and high touch interactions to facilitate access to System Transformation to Advance Recovery and Treatment, Los Angeles County's Substance Use Disorder Organized Delivery System (START-ODS) services for vulnerable clients involved in multiple systems to improve health outcomes, reduce frequent use of hospitals and emergency departments, obtain employment, maintain income benefits and housing, reunite with children, and satisfy probation requirements or pre- or post-plea diversion. CENS includes but is not limited to the following: conducting client outreach and engagement; assisting client in obtaining benefits; conducting an American Society of Addiction Medicine screening; scheduling appointments with Substance Use Disorder (SUD) treatment providers; providing appointment reminders and following; documenting and reporting client information and referrals in data collection systems; and conducting client, agency and community education.

C) EMPLOYMENT AND EDUCATION SERVICES

Employment and Education Services (EES) includes programming and resources to enhance individuals' marketable skills and help individuals obtain sustainable employment. EES providers should help build a pathway from unemployment to permanent work by preparing individuals both professionally, academically, and/or personally for full-time employment. Services may include but are not limited to: sector-based programs, transitional and subsidized employment programs, social enterprise programs, job search and placement services, and career coaching.

D) FLEXIBLE SUBSIDY POOL SERVICES

Flexible Subsidy Pool Services includes collaborating with County agencies, participating funders, and service providers to manage auxiliary services that may include but are not limited to: court mandated classes; employment resources; civic education and vote engagement; housing support (i.e., rental application fees, deposit, move-in assistance, and eviction); and childcare support.

E) FULL SERVICE PARTNERSHIP SERVICES

Full Service Partnership (FSP) services under this RFSQ support individuals with intensive mental health needs who are homeless or formerly homeless including those served through Homeless FSP and Housing FSP programs. These individuals may also have co-occurring physical health and SUDs. FSP services are field-based and include but are not limited to outreach and engagement, individual and group therapy/counseling, crisis intervention, case management, medication support, life skills interventions and housing, employment and education services. Unique to FSP are also 24/7 availability, a low staff-to-client ratio and a team approach that is a partnership between FSP staff and clients.

F) HARM REDUCTION SERVICES

Harm Reduction Services are a set of practical strategies, programs and ideas aimed at reducing negative consequences associated with drug use. Services include but are not limited to Housing First/supportive housing services, advocacy for individuals and communities impacted by substance use, syringe access/ syringe exchange services, safer drug consumption sites and services, peer engagement and peer delivered support services, evidence-based services, person-centered recovery supports, community health and wellness education, capacity building and training for service providers, overdose prevention education and community based naloxone distribution, and evaluation of harm reduction programs and services.

G) INTENSIVE CASE MANAGEMENT SERVICES

Intensive Case Management Services (ICMS) supports individuals through a case management approach employing the “whatever it takes approach,” with the goal of helping clients maintain an optimum quality of life through enhancing life skills, addressing health and mental health needs, engaging in meaningful activities, and building social and community relations. ICMS can be provided in a variety of settings including but not limited to: interim and bridge housing; rapid rehousing; permanent supportive housing; community based locations; street based, such as field based and street locations; adult residential or residential care facilities; health and behavioral health facilities; diversion provider settings; criminal justice and custody facilities; client homes; and other settings as needed to support the individual in their journey toward improved health and well-being.

H) INTERIM HOUSING SERVICES

Interim Housing Services provides safe, low-barrier, short-term supportive housing to individuals experiencing homelessness or unstable housing. These services may be provided in a variety of settings, such as recuperative care centers, crisis and/or bridge housing, recovery bridge housing, sobering centers, and peer-supported housing. Primary goals for these programs focus on increasing participants’ stability and independence, while addressing barriers in obtaining vital services and/or

permanent housing. Programs may provide temporary housing, meals, linen and hygiene supplies, and a variety of on-site supportive services, including but not limited to: assistance with obtaining documents (e.g., identification, birth certificates, etc.); linkages to primary health and mental/behavioral health services; benefits/income establishment; linkages to transportation services; development of skills needed to improve quality of life; community re-integration; and impactful social engagement.

I) LEGAL SERVICES

Legal Services includes a variety of legal advocacy to assist clients with disabilities who are homeless or at risk of homelessness to obtain and maintain income and housing. Services include but are not limited to adult Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Cash Assistance Program for Immigrants (CAPI) appeals, Children's SSI appeals, SSI overpayment appeals, Continuing Disability Reviews (CDRs), CAPI terminations, Veterans benefit appeals, Veterans discharge upgrades, eviction prevention, credit resolution advocacy, employment law, criminal record expungement, immigration services, landlord dispute resolution, resolution of Section 8 subsidies, benefits advocacy, legal training and technical assistance.

J) PROPERTY RELATED TENANT SERVICES

Property Related Tenant Services (PRTS) includes property management services, customer service, and coordination with providers to ensure that tenants receive the support they need to remain housed and stable. PRTS includes site maintenance and repair, building security, resident evaluation, move in procedures, rent collection, utilities, etc. PRTS providers should have a tenant-centered approach and provide excellent customer service that is sensitive to the challenges of homeless or reentry populations with a range of medical and behavioral health issues as they move into and maintain permanent housing. PRTS providers will establish positive and collaborative relationships with providers to obtain the tenants' authorization to assist tenants with resolving issues that threaten their housing stability and to problem-solve tenant, building, and community issues.

K) REENTRY SERVICES

Reentry Services will connect justice impacted individuals to community based programs in order to improve health outcome, increase self-sufficiency, and reduce recidivism. Services will be client driven and evidence based and focus on addressing trauma, life skills, and other barrier to reintegration. Services may include but are not limited to case management, mentoring, service navigation, voter registration and civic engagement, family reunification, financial education, and behavioral health support services.

L) YOUTH DEVELOPMENT SERVICES

Youth Development Services will connect young people to community-based enrichment programming and care coordination services that are strengths-based, healing-informed, and informed by principles of youth development. These programs focus on empowering young people and addressing the full range of family, community, and social contexts that influence their success and wellbeing.